

For Commission Use Only:

Case:

080141

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint):

ANDREW STUBBLEFIELD (StunHr Designs)

Against (Utility name):

ILLINOIS Bell Telephone Company

As to (Reason for complaint)

LACK OF SERVICE & SUPPORT,
BILLING ISSUES

in Mount Vernon Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

807 NORTH ST, Mount Vernon, IL 62864

The service address that I am complaining about is

807 NORTH ST, Mount Vernon, IL 62864

My home telephone is

(618) 242 8670

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(618) 242 - 8670

My e-mail address is

DREW@STUNHSP.COM

I will accept documents by electronic means (e-mail) ☒ Yes ☐ No

(Full name of utility company)

ILLINOIS Bell Telephone Company

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed. (See ATTACHE)

1) T-1 INTERNET CONNECTION VARIES IN BANDWIDTH, WE HAVE REQUESTED REPAIR TO WHICH THEY WILL NOT SEND

2) THE FULL PERIOD OF TIME THAT ~~WE~~ WE HAVE HAD THE T-1 LINE HAS OPERATED AT 1.41 MB PER SECOND TO WHICH ~~WE~~ WE ARE PAYING FOR 1.5 Mbps.

Please clearly state what you want the Commission to do in this case:

HAVE OUR CONTRACT VOIDED AND TO ADJUST OUR BILLING AND REFUND ANY AMOUNTS DUE

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 02-21-2008
(Month, day, year)

Complainant's Signature: [Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

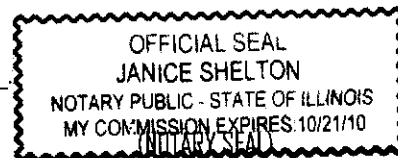
A notary public must witness the completion of this part of the form.

I, ANDREW SHUBBLEFIELD, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 2-21-08

Janice Shelton
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

Andrew Stubblefield

Stun Web Designs

807 North St

Mount Vernon, IL 62864

618-242-8670

drew@stunhsp.com

Formal Complaint - Illinois Bell Telephone Company

- 1) The T-1 internet connection that we have varies in bandwidth from 1.41mbps to 1.19mbps, we have requested repair on the lines and to have a technician check the speeds and access the lines to which they will not send a repair technician.
- 2) During the entire period of our subscription we have had maximum bandwidth of 1.41mbps to which when we agreed to the contract that we would be supplied with 1.53mbps which is a loss of bandwidth of 8% per month. We have contacted Illinois Bell Telephone Company on the bandwidth and they told us that the loss was due to either the lines or the distance we were located from the switching station, we are located less than 1,000 feet from the Illinois Bell Telephone Company, if the problem was in the lines we feel that it is their responsibility to replace them, the lines are run underground for most of the way with only 200-300 feet being above.
- 3) Our contact with Illinois Bell Telephone Company, Shirley Anderson with the Executive Services Office (800-592-5386 ext 41840) has requested that the AT&T Internet Services which is the company that handles the T-1 lines to contact us to resolve the issue to which they have not done. When we have contacted them they say they have ran a test and that it looks fine to them.
- 4) Illinois Bell Telephone Company, when we complained about dead tree limbs that were on our lines that were not on our property, we were told that they did not trim trees and that we would have to have it done at our expense.
- 5) We have had numerous billing disputes with Illinois Bell Telephone Company over the AT&T Internet Services T-1 Line and our phone lines, at this time there is a dispute of over \$2,300 on the AT&T Internet Services T-1 Line.